



Lusine Agazaryan

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Lives: Rome,in possession of a residence permit, identity card, tax code

I speak fluent Russian Italian and English, French (b2 level and Spanish). I have been living in Rome for 9 years

Professional sphere: tourism, translation, languages, sales.

Working experience —12 years

September 2021-July 2022 “Novakid”(Edtech)

English online school for the kids

www.novakid.it

Sales manager for an Italian market.

-Processing of incoming applications, helping a client with the registration of a trial lesson and after leading through a sales funnel.

-Establishing contact with potential customers

-Presentation of the product/service (talking about values and advantages of the product, handling potential objections from the client's side)

-User support, handling user complaints

-Sales management according to a sales monthly plan

June-July 2021 “ Kids and Us”

English language school for kids

Summer camp english teacher

<https://www.kidsandus.it/it/>

February 2021 – april 2021 : School R&C Languages

Russian Language Teacher

(teaching process: teaching Russian language in Italian)

October 2020 – now School “English Lesson Service”
English Language Teacher for kids and teenagers

November 2020 : Nuova Scuola Russa (Russian school for bilingual children) “Знание”
Russian Language Teacher for Kids (age-4 years)

March 2020-
september 2020 Writer for a website,dedicated to the tourism in Rome
<https://rim10.ru/>
Working through Trello system

October 2019-
september 2020 Tour Operator “Rome Tour”
<https://visitrometour.com/>
Tour Operator Manager

- Weekly organization of the office
- B2B sales process.
- Booking customers on tours,distribution into the groups through the Excel system
- Collaboration with other tour operators in order to develop a customer base
- Consultancy on the offers of the available excursions,direct sales to the customers.
- Coordination of the work of the guides, monthly target planning
- Human resources. Interviews, employee training.
- Booking tickets for the Vatican Museums through the agency's personal account on the museums website (<http://www.museivaticani.va/content/museivaticani/en.html>)
- Booking tickets for the entrance to St. Peter's Basilica for groups through the Voxmundi system (<https://www.voxmundi.eu/>)
- Issue of receipts to customers.
- Daily account of agency income and expenses
- Organization of weekly payment of guides.
- Working with online booking platforms (Viator,Expedia,Airbnb)
- Monthly sales report

April 2017 – Tour Operator "Endless tours"
october 2019 <https://endless.tours/>

Manager and co-owner of the tour operator

- Leading the process of the opening,registration and establishment of the company
- Development of a business scheme with the accountant (types of contracts for employees,)
- Creation of the business development plan
- Registration of the Srls in the Chamber of Commerce
- Researching for a real estate agency, evaluation of rental proposals for the premises, subsequent negotiations, provision of documents, signing of a contract with a real estate agency
- Collaboration with an architect to obtain a floor plan and a certificate of technical suitability
- Contract signing with the energy company Acea

- Documents preparation to obtain the license to exercise tourist activities (SCIA)
- Opening a company bank account
- Searching for an insurance company
- Development of flyer design and advertising material
- Tour itinerary development
- Daily report of the agency's income and expenses.
- Collaboration with Atavistic company to create a new tourist route.
(<https://www.atavisticapp.com/>)

- Collaboration with journalists and collaboration in of a mini-video on tourism in Rome
- Monthly report of income and expenses

March 2015-april 2017 Tour Operator 'Italy Wonders'

<https://colosseumandvaticantours.com/>

- Consultancy on tour packages and itineraries
- I worked with Russian, English, French, Italian, Spanish clients.

September 2012-March 2015 Tour Operator “Maya Tours”

<https://www.mayatoursroma.com/>

- Consultancy on tour packages and itineraries
- I worked with Russian, English, French, Italian, Spanish clients.

October 2008 – october 2011

English school “House of Stankevich” Moscow

<http://domstankevicha.ru/>

Teacher’s assistant

- Checking all the homeworks and quizzes
- Work organization with the school’s administration.

Formation:

2017 Saint-Louis de France Cultural Centre

Rome

Centre of french language and culture.

Annual course of french language.

2014 University Roma Tre

Rome

Faculty of the Italian literature

2012 Moscow State Linguistic University.
Faculty of Cultural Anthropology and Foreign Languages.

Experienced in working with: CRM Intercom,Trello system,Dropbox,MS Word.

Interests: music, photography,theatre,cinema,extreme sports.

Personal qualities:precise,very work and result oriented,good teamwork and problem solving capacity, technologically competent.